

NUC PSC

2016 Annual Report (Appendices)








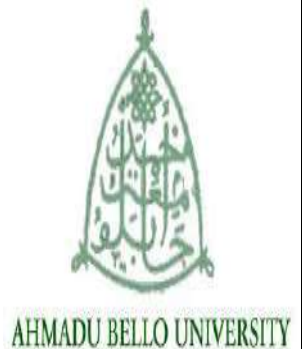





NATIONAL UNIVERSITIES COMMISSION PARASTATAL SERVICOM COMMITTEE













2016















Know Your Focal Officers

			
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The 2016 Best Picture of the Year

The Best Picture of the Year

Water

*Water soothing to your soul in the midst of a hot summer day
Yea, Water soothing to your soul in the midst of a hot summer day*

- Ross Royce



The Best Picture of the Year (2016) was taken from the Fourth-Quarter Meeting held at the National Open University of Nigeria (NOUN) on 16 November, 2016. Customized 50cl bottled table water specifically for the NUC PSC Fourth-Quarter Meeting was produced and served under the auspices of NOUN for the consumption of the participants at the meeting. This was an innovation and honour done to the NUC PSC.

NUC PSC in Pictures

NUC PSC First-Quarter Meeting @ UNN











NUC PSC
Second-Quarter, 2016
Meeting
@ ATBU









NUC PSC
Third-Quarter, 2016
Meeting
@ UNILORIN











NUC-PSC
Fourth-Quarter, 2016
Meeting
@ NOUN





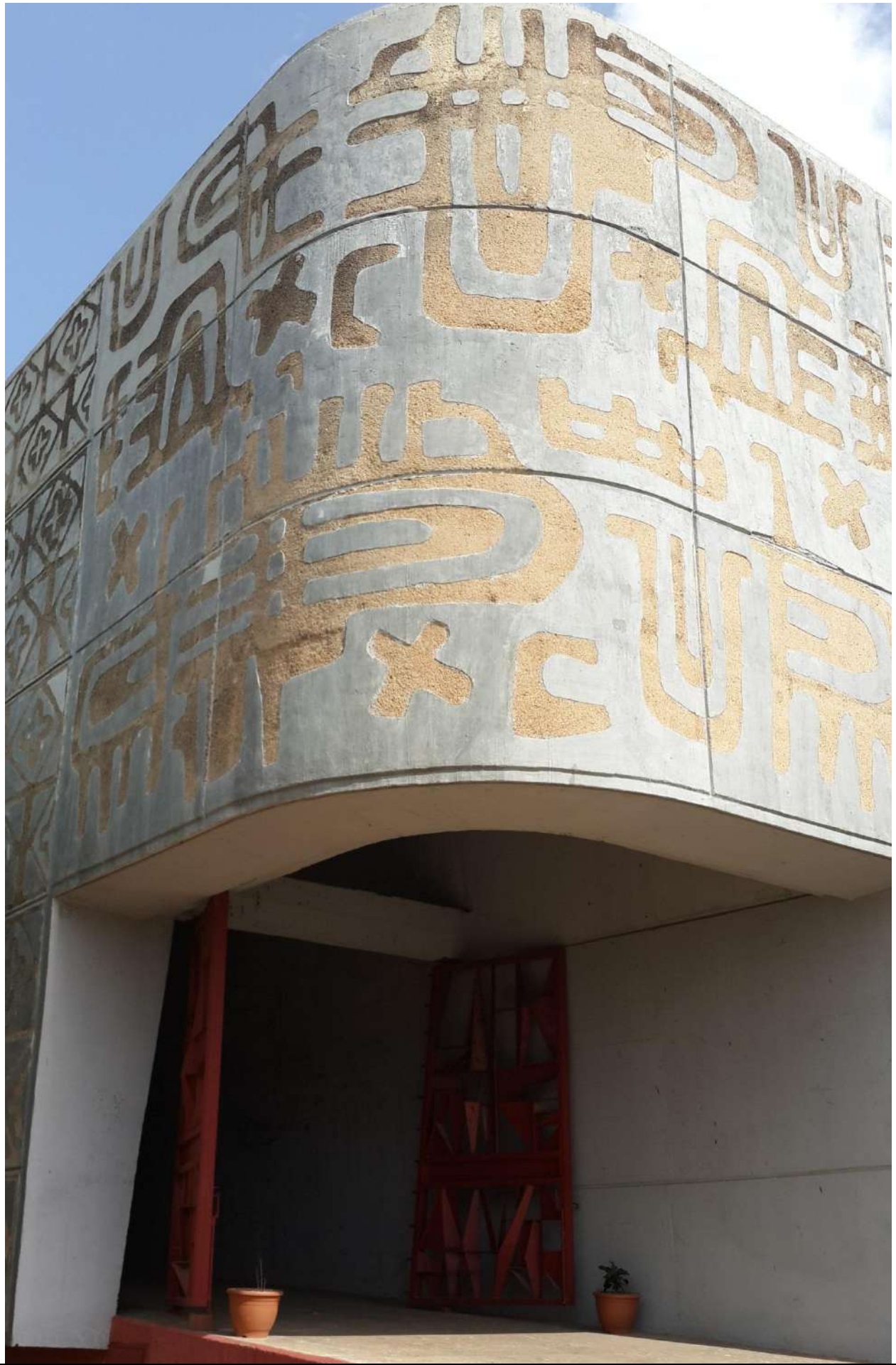


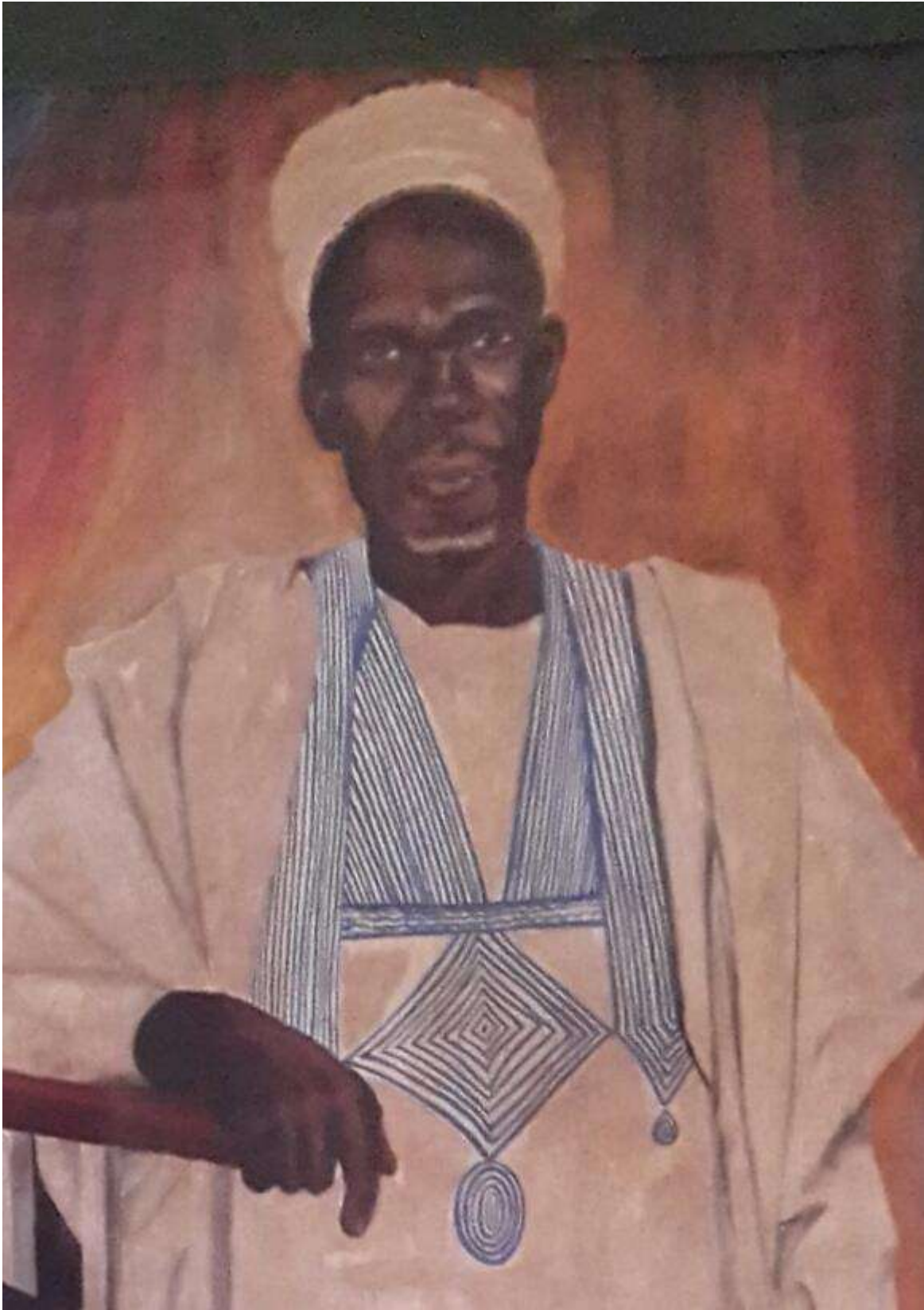






**Visit to the Tomb of
late Sir Abubakar
Tafawa Balewa,
Premier of Nigeria
15th June, 2016**











NUC -PSC Courtesy Call to ES-NUC

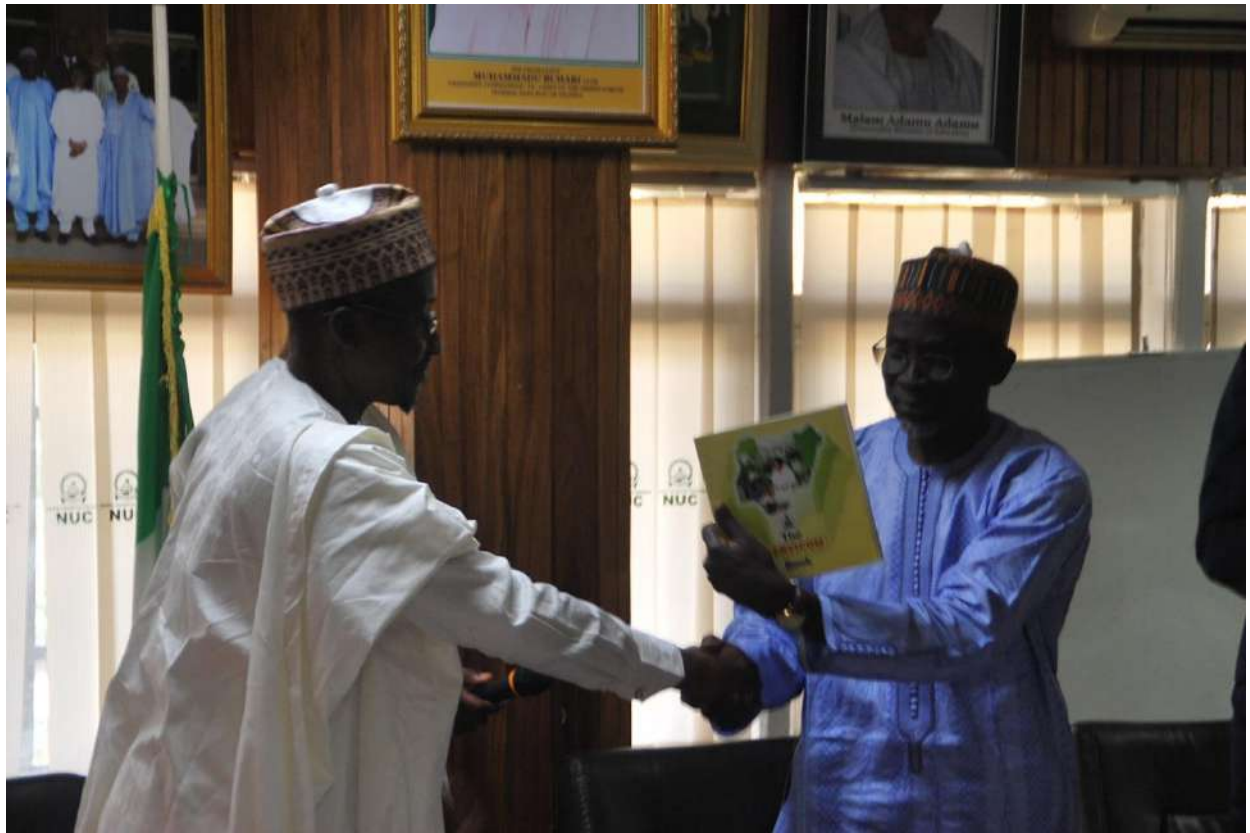
16th November, 2016







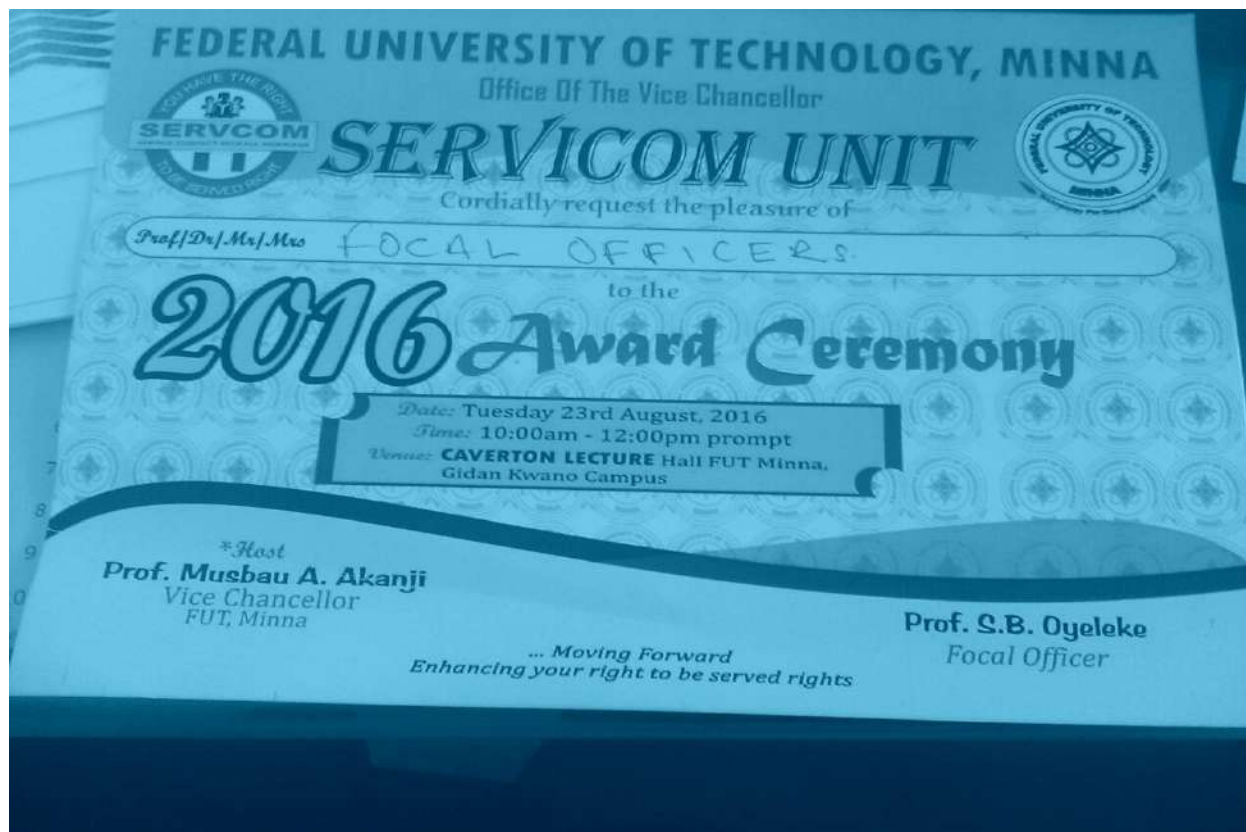






FUT Minna

2016 SERVICOM Award











FME MSC Meeting

27th September, 2016







Appendices

Appendix I

NUC PSC Quarterly Meetings (Attendee Evaluation)

During the Third-Quarter meeting at University of Ilorin, an Attendee Evaluation Form was circulated to members to assess the performance of the meeting with regards to planning, organization and implementation of the quarterly meeting.

The form was divided into 10 sections (pre-meeting arrangements, venue, courtesy call, opening ceremony, launch of charter and decoration, business session, refreshments and lunch/cocktail, presentations, excursion and conclusion) for members to assess the conduct of the meeting.

34 (thirty-four) members who were present at the Third-Quarter Meeting were served with the forms. 23 (twenty-three) representing 68% completed and returned their forms

Upon analyzing, it was observed that there were 13 (thirteen) areas identified as service failures, 4 (four) suggested additions to the agenda, 13 (thirteen) proposed improvements for future meetings and 10 (ten) additional comments and suggestions as follows:

1. List identified areas of service failures

- a. Reporting of service failure for fear of victimization e.g. sexual harassment, non-teaching by lecturers (01)
- b. Improve on methods of addressing issues raised (03)
- c. Time was not strictly adhered to (05)
- d. Delay in the commencement of the opening ceremony (06)
- e. Inadequate time to report presentations; overstressing some raised issues that may become counter-productive (12)
- f. Inadequate time to report our presentations; poor pick-up arrangements and high hotel accommodation (13)
- g. Extortion has become pandemic or endemic (14)
- h. The breakfast served was inadequate. The breakfast served late. The snacks very tinny break, one slice bread (15)
- i. There is need for improvement on the quality of tea and food i.e. Ilorin. Secondly, member paid money earlier for an accommodation to be reserved but were disappointed when on arrival there was none as earlier claim by the Ilorin Focal Officers (16)
- j. 1 hour behind schedule which truncated the whole programme (18)
- k. No enough time for Business Session. Need more time for deliberations. (19)
- l. Issue of access to toilets by students in the faculties (20)
- m. While launching the service charter, the decoration of the representative of the Registrar before the DVC's. the reverse should have been better (23)

2. Suggested addition to the agenda

- a. People/members should be encouraged to write publishable works on service delivery (03)
- b. If it will be possible to have one lead paper on service delivery issues from Presidency, NUC or a Resource Person during each meeting (05)
- c. Letters of displeasure should be sent to VCs of universities that failed to attend PSC meetings (21)
- d. Constraints facing each university SERVICOM unit (22)

3. Improvements/changes to improve future meetings

- a. The commitment of Focal Officers were not being supported by some Vice Chancellors (01)
- b. The issue of over-flogging matters should be reduced (02)
- c. Letters should be written to the Focal Officer specifying categories of persons that can attend SERVICOM meetings (03)
- d. Organizational structure of the SERVICOM Unit should be distributed among members in order to refresh universities in assembling the staff of the SERVICOM Unit (03)
- e. Promptness, timeliness and accuracy in executing activities (04)
- f. If it will be possible to have the meeting for two days to enable more extensive discussions (05)
- g. To have two days meeting (11)
- h. Assigned quarterly specific task that cuts across all Nigerian universities irrespective of peculiarities. This will enable NUC PSC monitor progress and impact on SERVICOM annually and also give Focal Officers more focus. (12)
- i. Clarity in the delivery of reports; time management (13)
- j. Devote more time to the discussion of the report (14)
- k. The meetings should be concise and on time as scheduled (16)
- l. Spend as little time as possible by circulation of minutes before the next meeting (22)
- m. The meetings programmes should be prompt. Not on "African time" (23)

4. Additional comments and suggestions

- a. Sensitization should be organized for all the Vice Chancellors (01)
- b. The need for training especially to the institutions that are young in SERVICOM (02)
- c. More support should be given to the Focal Officers to enable them make the VC understand SERVICOM clearly, by giving direction to them directly (03)
- d. There is need for general improvement in carrying out SERVICOM activities in the universities (04)
- e. Need to adhere to time always (05)

- f. Scheduling the quarterly meeting for two sessions (2 days) to give quality attention to issues meaning from the reports (12)
- g. Let us address the main issues at hand and be focused in our delivery of reports; let the meeting be scheduled for two days to discuss issues extensively (13)
- h. Follow strictly the rules of SERVICOM (14)
- i. You are hosting people of high caliber and not well catered for in terms of feeding and some paid in advance for accommodation no reservation made for them they need to look for another hotel and pay more (15)
- j. The issue of members and observers status should be re-emphasized to avoid non-members bearing their minds at the meetings. This was part of the guidelines but it seems is being violated especially in recent times (23)

Appendix II

NUC PSC Quarterly Meetings (Attendee Evaluation)

Fourth-Quarter, 2016 PSC Meeting held at NOUN

1. List identified areas of service failures

- 1) No direction banners or boards that could direct visitors to meeting venue (01)
- 2) The meeting venue was not conducive. The air-conditioners did not work (02)
- 3) Poor start of the day's activities (03)
- 4) The reading of reports take time(04)
- 5) The reading of reports takes time (05)
- 6) Innovations and arrangement of hotel services, also public address system was not very effective (09)
- 7) The hall was not well ventilated. A/c was not functional, poor public address system (11)
- 8) Time management is very poor in the meeting. The committee should desist from any form of disparity amongst members e.g. teaching and non-teaching staff members (12)
- 9) NUC PSC members shall be encourage to attend such a meeting unfailingly (13)
- 10) Lack of a/c in the hall, ushers/SERVICOM boys not too disciplined and they made the venue rowdy also struggling for food/snacks (17)
- 11) The breakfast was inadequate. Members of staff from NOUN were served lunch before other guests. (19)
- 12) Inadequate ventilated venue. Better arrangements in terms of logistics should be applied in subsequent venues. (20)
- 13) Public address system was epileptic (22)
- 14) Absence of functioning a/c at the venue (23)
- 15) Some refreshment i.e. tea break and lunch were served late. Refreshment was very poor especially at Ilorin. PAS needs to be improved upon (24)
- 16) Business meeting rushed; not quite personally beneficial (27)

2. Suggested addition to the agenda

- 1) Increase time of meeting (06)
- 2) Presentation on service delivery initiative/plan (11)
- 3) Paper presentation should be introduced into the meeting. Every meeting attended should be an opportunity to add values to members as regards effective service delivery in our universities (12)
- 4) Sending minutes of our meeting to VC directly for NUC PSC SERVICOM Hqrs (16)
- 5) Service delivery initiative/improvement topics (17)
- 6) Opening prayer should be included whether individual ways or one person representing each religion to offer prayers (19)
- 7) Training modules (20)

- 8) Chairman and deputy chairman should not be leading the meeting at the same time. Deputy should act only when the chairman is not around (23)
- 9) One day more for business meeting for profound deliberations (27)

3. Improvements/changes to improve future meetings

- 1) Reports should be made to be submitted two weeks before the meetings. At the meeting only discussion on the salient point observed after submission by NUC should be addressed in order to give members opportunity to give good opinions on issues (04)
- 2) Let us have a key paper delivered on issues related to service delivery/SERVICOM during each meeting (06)
- 3) More time devoted for reports and need for communiqué. (07)
- 4) More time should be allotted for reports (08)
- 5) Arrangement of hotel should be really subsidized and members communicated effectively (09)
- 6) The two days agreed for the PSC meeting will enhance our convenient (10)
- 7) The meeting should give more emphasis to reporting rendering by FOs as that is the pinnacle of the meeting. And also it is through report reading that best ideas and practices can be exchanged (12)
- 8) Two days meeting suggested by the NUC PSC members was not in accordance with the SERVICOM inauguration of November 2012 (13).
- 9) The meeting should be for two days (15)
- 10) The one day meeting does not allow for proper information and analysis of cases from various SERVICOM of Federal Universities (16)
- 11) Earlier mentioned, we need more days if we must be thorough on dealing with complaints/challenges from university SERVICOM units (16)
- 12) For time factor, the traditional courtesy call should be merged with opening ceremony especially that the messages for the two are always the same. Making it together will save time and avoid repetition (17)
- 13) Other hosting universities should improve on the types of breakfast to be served (19)
- 14) Training modules (20)
- 15) The position of deputy chairman should be rotational (23)
- 16) Sectional discussions will become imperative as issues come up when there is an added day for business meeting
- 17) Appropriate adjustment of scheduled sequence of meeting e.g. VC's convenience etc. (28)

4. Additional comments and suggestions

- 1) Lunch should be strictly after meetings and not before meetings not enable orderliness (04)
- 2) Lunch should be taken after meeting not during meeting (05)
- 3) Meals should be presented as at when due (09).

- 4) I may suggest that since we have a new Executive Secretary of NUC to host either 1st or 3rd quarter in 2017 (10)
- 5) The meeting should be reduced to two (2) times a year as most new universities are finding it difficult to fund representatives' trips 4 times a year. The meeting should have a standard of refreshment and lunch expected in meetings as members are always groaning on poor breakfast provided by most hosting universities (12)
- 6) Making two days meeting for NUC PSC members are putting more burden to the hosting universities (13)
- 7) Making the universities realize that attaching a vehicle to the SERVICOM officers or provide transport allowances to focal officers where there are not enough vehicles (16)
- 8) Meeting should always commence by 9.00 am and any other delayed item be taken when ready. The chairman should lead except when he is away then the Deputy will. As we approach the end of the year 2016, at least for democracy and fairness the position of Deputy Chair should rotate to give others a chance to contribute also to avoid domination (17)
- 9) The meeting is quite fruitful. However, if hosting becomes an issue/challenge, I suggest that the meetings be held in a rental location and members pay fees to attend.